

ASSISTANT COMMUNICATIONS CENTER DIRECTOR

GENERAL DEFINITION OF WORK:

FLSA Status: Exempt

Performs difficult technical work assisting with the management of the dispatch operations of the County; does related work as required. Work is performed under general supervision. Supervision exercised over assigned departmental personnel.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Assisting with the supervision of center operations; maintaining records and files; preparing reports.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Coordinates daily work activities; organizes, prioritizes and assigns work; monitors status of work in progress and inspects completed work; prepares schedules; assists with complex/problem situations; provides technical expertise.
- Responds to questions/complaints questions related to center activities and personnel; provides information as requested; researches problems/complaints; reports findings to Director; initiates problem resolution.
- Performs administrative functions; develops and implements new/revised policies and procedures for center operations; conducts continual review of effectiveness of existing procedures; assists director with formulation and submission of center's budget.
- Screens and copies tapes for purposes of training, complaints, research or court subpoenas.
- Responds to Freedom of Information Act requests.
- Performs basic maintenance on computer aided dispatch equipment; checks maps for errors; maintains Dictaphone recording equipment and records.
- Dispatches appropriate agency personnel to incident locations; determines nature of emergency, type of responder needed, number of units needed and nearest available units; dispatches law enforcement units, fire fighters, ambulances, wreckers, breathalyzer operators, VDOT, utility crews or others as appropriate; coordinates services/actions with other fire/rescue and law enforcement agencies.
- Monitors security of center via security camera system and monitor screens.
- Prepares or completes various forms, reports, correspondence or other documents.
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of the methods of operating the communications system; thorough knowledge of radio and teletype procedures; thorough knowledge of the geography of the County and location of important buildings; ability to plan and supervise the work of others; ability to speak distinctly; ability to deal courteously with the public under stressful conditions; ability to establish and maintain effective working relationships with associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school and extensive experience in emergency telecommunications including some supervisory experience.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

Possession and maintenance of Basic Dispatch, Instructor and VCIN/NCIC certifications.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.